

ANNUAL REPORT

PROGRAM YEAR 2022

Providing individuals who have visual disabilities with valuable services
that effectively address common barriers to employment.



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YOU CAN “QUOTE” ME

“RSB's services have been a game-changer for me. Without RSB's help, I would not have been able to go back to school and complete my degree. I also would not have been as successful in my career without aid of the equipment provided through RSB. Thank You!”

RSB Client



LETTER FROM THE CHAIRMAN, MSRCB

Geoffrey Q. Barney, Chairman

Missouri State Rehabilitation Council for the Blind

Dear Fellow Missourians:

As Chair of the State Rehabilitation Council for the Blind (SRC), it is my honor to submit the Program Year 2022 Annual Report, sharing the status of services, in accordance with Section 105(5) of the Rehabilitation Act of 1973, as amended by Congress in 1998. The SRC was created by Missouri Executive Order 93-01 and is responsible for reviewing, analyzing and advising Missouri Rehabilitation Services for the Blind (RSB), an agency in the Missouri Division of Family Support (DFS), on its policies and provision of rehabilitation services to Missourians who are blind or visually impaired. The SRC is made up of a group of individuals who serve or advocate for people who are visually impaired or blind.

RSB provides services that are critical to this growing segment of our population. The CDC reports that during the next three decades, the population of adults with vision impairment and age-related eye diseases is estimated to double because of the rapidly aging U.S. population. In addition, the epidemic of diabetes as well as other chronic diseases will contribute to an increasing population of people who experience vision loss. RSB works to help all of these people become or continue to be independent through employment or self-employment.

The SRC is dedicated to working with RSB with their goals to assist blind and visually impaired Missourians become self-supporting and fully participating members of society. Missourians with vision loss can share their experiences both positive and challenging through the SRC, our quarterly reviews of agency policies, procedures and operations, along with public forums and our "customer satisfaction survey". The SRC uses this information to work with RSB and to advise them with expertise in the different areas.

The SRC is committed to its purpose and is rising to meet the growing challenges facing people with vision loss. We feel this report provides an informative overview of RSB and the activities of the SRC. We would be pleased to answer any questions about this report, the operations of RSB, or the work of the State Rehabilitation Council.

Respectfully Submitted,

Geoffrey Q. Barney

Superintendent, Missouri School for the Blind

PROGRAM YEAR 2022

Economic Impact

Federal and State dollars allowed RSB to provide effective, high quality services to blind and visually impaired Missourians **\$13.6 million**

Successful services and employment outcomes between the Vocational Rehabilitation Program, as well as the Business Enterprise Program **\$50.28 million**

This Annual Report outlines these successful services provided by RSB, as well as shares personal success stories by RSB clients.

SUMMARY OF RSB PERFORMANCE PY22

There are a total of 78 State vocational rehabilitation agencies or commissions that provide rehabilitation services for individuals with disabilities in the United States and associated territories.

Currently, 22 states have a separate vocational rehabilitation agency or commission that provides services exclusively for consumers who are blind or visually impaired. The alternative skills of blindness are markedly different from the skills required by other disabled persons. The methodology of instructing the blind and confronting the issues of blindness in our society require the development of specialized service programs, with service delivery by specialized personnel.

Served in VR Program **1,215**

Achieved Employment..... **183**

Total Annual Wages after Services for
Employed Vocational Rehabilitation Clients..... **\$6,464,095**

LETTER FROM THE DEPUTY DIRECTOR of RSB

Keith Roderick, Deputy Director
Rehabilitation Services for the Blind

Dear Fellow Missourians,

This annual report, presented to you from the Missouri State Rehabilitation Council for the Blind for Program Year 2022, provides information on the Missouri Department of Social Services, Family Support Division, Rehabilitation Services for the Blind vocational rehabilitation employment program for individuals with visual disabilities.

The Department of Social Service's mission is "Empower Missourians to live safe, healthy, production lives". RSB completed another successful year in meeting this mission by providing vocational rehabilitation services to 1215 with 183 obtaining or retaining competitive integrated employment. Successful services in PY 22 resulted in a \$50.28 million economic impact on Missouri.

RSB has consistently been a national leader in the provision of vocational rehabilitation services. By implementing new technology and streamlining processes, the average time of clients of receiving services from the time of application went from 126 days to 72 days, well below the 150 day time allowed in the regulations. We continue to look at processes and opportunities to provide effective and efficient services to blind or visually impaired Missourians.

For the fifth year in a row, RSB has one of the top performing blind agencies in the nation on our federal performance measures. Rehabilitation Services Administration as one of the top performing blind agencies in the nation. RSB has maintained a national ranking of 1st or 2nd in one or more performance measures for the last 5 years and is well above the national average across all Vocational Rehabilitation agencies. RSB's national ranking in four federal performance measures for PY22:

- 2nd in the nation for clients maintaining employment two quarters after case closure
- 2nd in the nation for clients maintain employment four quarters after case closure
- 4th in the nation for clients in educational programs obtaining measurable skill gains
- 4th in the nation for credential attainment for clients in training programs

In closing, I offer my sincere appreciation for your interest and support in serving Missourians who are blind or visually impaired.

Sincerely,

Keith Roderick,

Deputy Director, Department of Social Services, Family Support Division, Rehabilitation Services for the Blind

HIGHLIGHTS of PY22

Individuals Served

Individuals with blindness/visual impairments served in
Program Year 2020 **4,092**

Older Blind Independent Living Program

Individuals served in the Older Blind Independent Living Program **1,211**
Individuals' cases were closed successfully rehabilitated **500**

Prevention of Blindness Program

Individuals received case management services in the
Prevention of Blindness Program **846**

Vocational Rehabilitation Program

Individuals served in the Vocational Rehabilitation Program **1,215**
Closing in successful employment **183**

Children's Services Program

Children received services in the Children's Services Program **575**

Independent Living Program

Individuals were served in the Independent Living Program **245**
Closed successfully rehabilitated **67**

Business Enterprise Program

Business Enterprise Program facilities **27**
Military installations **1**
People employed **950**
Gross sales **\$43,819,815**

COUNCIL MEMBERS

The membership of the Council is comprised of no more than 21 individuals appointed by the Governor, with the following representation mandated by the Rehabilitation Act. At least one representative from each of the following:

Statewide Independent Living Council,

Parent Training and Information Center,

Client Assistance Program,

RSB Vocational Counselor,

Community Rehabilitation Program service provider,

State education agency responsible for the public education of students with disabilities,

State Workforce Investment Board,

Disabilities group representing individuals who are blind,

Representative of individuals who have blindness, have multiple disabilities, and have difficulty representing themselves due to disability,

Business, labor and industry,

Advocacy groups for individuals with blindness or other authorized representatives of individuals with blindness who are unable to represent themselves,

Current or former recipients of VR services,

And the Deputy Director of FSD/RSB as an ex-officio member.

YOU CAN “QUOTE” ME

“Want to thank Lydie Pierce for all her help that she gave me. She made sure that I had what I needed. She made me feel comfortable and not feel like a handicap. Thanks again!”

RSB Client

FUNCTIONS

The SRC's functions include, but are not limited to, acting in partnership with RSB to:

Review, analyze, and advise RSB regarding RSB's performance of responsibilities under Title I of the ACT, relating especially to eligibility for Vocational Rehabilitation (VR) services; the extent, scope and effectiveness of VR services that RSB provides; and functions performed by State agencies that potentially affect the ability of blind individuals to achieve rehabilitation goals and objectives.

Assist RSB with the development and review of the State goals and priorities; assist in the preparation of the State plan.

Conduct a review and analysis of the effectiveness of, and consumer satisfaction with, VR services and other functions performed by State agencies and other public and private entities responsible for performing functions for blind individuals.

Prepare and submit an annual report to the Governor of the State of Missouri, to the Commissioner of the Rehabilitation Services Administration of the U. S. Department of Education, and to the Director of FSD.

Coordinate with other councils within the State.

Provide for coordination and the establishment of working relationships between FSD, RSB and the Statewide Independent Living Council and Centers for Independent Living in Missouri.

Select a pool of individuals to serve as impartial hearing officers for VR applicants and recipients who wish to appeal a decision of RSB.

YOU CAN “QUOTE” ME

**“The staff and services were wonderful.
Thank you for all the help and equipment.”**

RSB Client

SUCCESS STORY: Dylan Haslip

Dylan Haslip is a 30 year old male who lives in Ozark, Missouri, having experienced severe vision loss throughout his entire life, Dylan has an acuity of 20/400 in both eyes of which is coupled with astigmatism in each eye. Dylan has lived in southern Missouri his entire life, growing up around nature and the outdoors. In high school, he assisted his parents as they ran their local family farm in the Ozark area. Working on the farm provided Dylan with ample opportunities to enjoy the outdoors while also learning various tasks such as fence building and mending, performing general maintenance on small engines, taking care of livestock, and much more.

Dylan is currently wrapping up his degree in Recreation Sport and Park Administration at Missouri State University and is an avid outdoor enthusiast. His vocational goal is Self-Enrichment Education Teachers. Taking a look at Dylan's past volunteer and work history, he has an extensive background



"I am happy to finally have a job that lets me teach others about animals and the outdoors on a daily basis."

volunteering in areas such as assisting individuals in how to canoe, kayak, bow fish, learn survival training skills, and so forth. Before Dylan stepped into his current role, he was a janitor at Missouri State University for a little over a year (2020-2021). However, his goal has been to move into employment in his field of study before he graduates with his Bachelor's degree.

While a variety of services were also provided by Dylan's VRC, RT, and O&M Specialist, the focus will be on services provided by JDS (Jeff La Montia). JDS performed an Assessment to better understand Job Readiness (client's strengths, development areas, blindness foundational skills, credentials, skills, and talents). This also set the stage for developing a game plan between Dylan, VRC, and JDS. JDS also assisted Dylan with resume/cover letter writing, and at times, Job Readiness Training was provided. Assistance with Job Search and Job Development were provided and heavily utilized. Much time was spent assisting Dylan by completing job applications and performing mock interviews. Then JDS and Dylan mutually zeroed in a list of employers that would not only be great fits for Dylan, but would greatly benefit from Dylan's skills.

One such employer was the Johnny Morris Wonders of Wildlife Museum & Aquarium (WOW) in Springfield. JDS quickly connected with their Director of Human Resources, various managers, and team leads on behalf of Dylan. Additionally, JDS provided various trainings to the WOW team regarding the overall talents, abilities, and skills that those who are blind or visually impaired bring to the table. This also included providing an understanding of the spectrum of blindness and speaking to the various types of accommodations that can be utilized to bridge any gaps. Job Placement at the Johnny Morris Wonders of Wildlife Museum (Educator I) in Springfield, Missouri was the end result for Dylan.

While Dylan has quite the background as a volunteer in various related fields, due to

limited work history and severe visual impairment, finding a role within his field of study was quite difficult for him. However, Dylan did a wonderful job in working with JDS to achieve his goal. As Dylan gained a better understanding on how to job search, interview, and fill out applications coupled with further developing his soft skills, this ultimately led to increased confidence. As stated previously, Dylan accepted the Educator I role and has been employed with WOW ever since. Employment at WOW resulted from the hard work committed from the VRC, JDS, RT, O&M Specialist, and most importantly, the client (Dylan).

This awesome achievement led to the WOW team reaching out to JDS a few months after Dylan began his role there to ask for help in creating a better experience for visitors who are blind or visually impaired. JDS assembled a team from RSB's Southwest District Office (DS, VRC, RT, O&M, and so forth) to assist WOW team members in providing a more inclusive environment at WOW. Ticket items included adding braille signage in various locations, enlarging font sizes on various screens throughout the facility, adding lighting and adjusting existing lighting in specific locations, adding tactile tape/plates on floor surfaces, adding audio descriptions (the WOW team is currently in the process of adding more) in various locations, and providing various trainings to WOW team members regarding their interactions with those who are blind or visually impaired.

For me, I wanted to work in my field of study while in college so that I could start on my career sooner rather than later.”

SUCCESS STORY: Mark Hedrick

Mr. Hedrick is a 57 year old man with RP which makes him legally blind. He has lots of knowledge of carpentry and handyman skills and has worked fixing and renting trailers to individuals with disabilities. Although he had the skills to work fixing up trailers, he lacked the confidence to turn these skills into a career.

After Mr. Hedrick found Rehabilitation Services for the Blind, his Vocational Rehabilitation Counselor, Donald Goosens, provided job counseling to help him explore what he wanted to do. Later, Mr. Hedrick attended Colorado Center for the Blind with the support of Rehabilitation Services for the Blind to help build confidence and learn alternative techniques to accommodate vision loss and function efficiently and effectively. While attending Colorado Center for the Blind,

Mr. Hedrick noticed the ceiling was going to cave, he was then given the opportunity to fix it, and after doing just that, he gained confidence and realized he could use his skills to set up his own business.

RSB assisted Mr. Hedrick in achieving his goal and provided adaptive aids such as a talking measuring tape and a talking leveler. When Mr. Hedrick's case closed, he was the owner of his own business.

He went from being unsure of what to do, to providing for himself and having a lifelong career that he loves. ☺



SUCCESS STORY: Val Glessner

Valery "Val" Glessner is a 60 year old male who lives in Springfield, Missouri. Val experienced a minor degree of vision loss at three years of age due to contracting Measles. However, despite the slight degree of vision loss, Val was easily able to pursue civilian and military career paths providing a plethora of experience in fields such as computer technology, logistics, and project design.

Val spent much of his 24 year military career in the above-mentioned fields. Val suffered a stroke on left retina in December of 2020 with stroke on right retina occurring just a few months later in early 2021. Due to these occurrences, Val immediately experienced a 60% reduction in vision. Val lost his civilian job shortly thereafter and reached out RSB for assistance with a vocational goal of mechanical engineering technician.

A variety of services were provided by Val's Vocational Rehabilitation Counselor, Rehabilitation Teacher, and Mobility Specialist. When training was complete, the Job Development Specialist Jeff La Montia performed an Assessment to better understand Job Readiness (client's strengths, development areas, blindness foundational skills, credentials, skills, and talents). The JDS assisted Val with resume/cover letter writing and Job Readiness Training. Assistance with Job Search and Job Development was provided and heavily utilized. On-The-Job Training (OJT) was developed between RSB and the Discovery Center of Springfield with the hope of future employment. Job Placement at the Discovery Center (Project Manager) was the end result. The employment at the



Discovery Center resulted from the hard work committed to from the VRC, JDS, RT, O&M Specialist, and most importantly, the client (Val). Amongst Val's job duties at the Discovery Center (designing exhibits, teaching technology courses to K-8 grade children, and so forth), he is also 3D-Printing a to-scale replica of NASA's Mars Rover!

While Val naturally carries a positive and optimistic personality/attitude, he was experiencing a tough period when he reached out for services from RSB. As services were provided, Val began to re-gain his confidence with time. This was especially apparent during the OJT with the Discovery Center of Springfield of which ultimately resulted in job placement. ☰

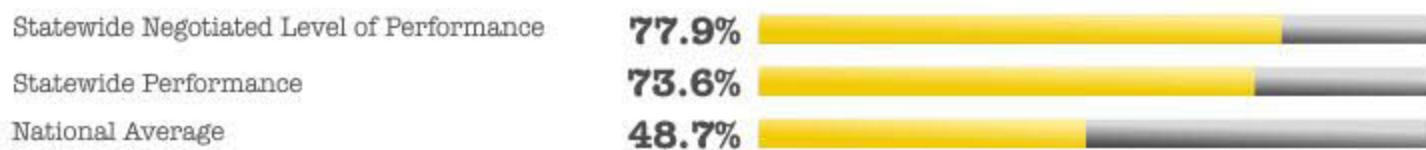


"While dealing with my vision loss and not being able to find a job after working for much of my life, I was struggling mentally. Brady and Jeff helped me work through my vision loss with Jeff getting me a job. I feel so much happier after getting the help and love what I do every day at the Discovery Center."

FEDERAL PERFORMANCE MEASURES

Section 116 of WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served. Statewide levels of performance are negotiated and agreed to by Rehabilitation Services for the Blind, Missouri Vocational Rehabilitation, and Rehabilitation Services Administration. In PY 22 Missouri exceeded all negotiated levels of performance except Measurable Skill Gain and performed well above the national averages in all measures.

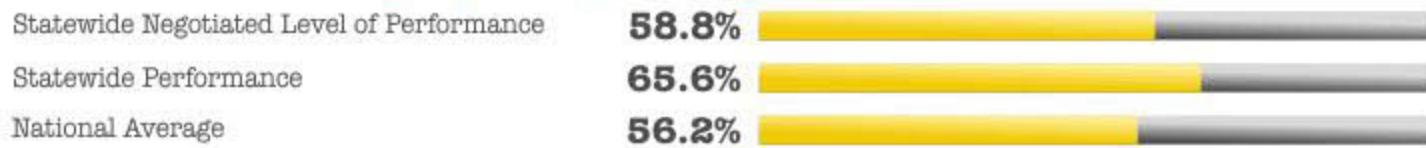
Measurable Skill Gain



Credential Attainment



Employment, 2nd Quarter Post-Exit



Employment, 4th Quarter Post-Exit



Median Earnings, 2nd Quarter Post-Exit



Statewide performance combined with MVR resulted in national rankings among all VR agencies of **3rd** in three measures, and **5th** in another measure. RSB outcomes separate and distinct from MVR has consistently shown agency performance well above the national averages. For the last five years RSB has maintained a national ranking among blind agencies of **1st** or **2nd** in one or more performance indicators. For PY 22, RSB ranked **2nd** in two measures and **4th** in two additional measures.

Measurable Skill Gain



Credential Attainment



Employment, 2nd Quarter Post-Exit



Employment, 4th Quarter Post-Exit



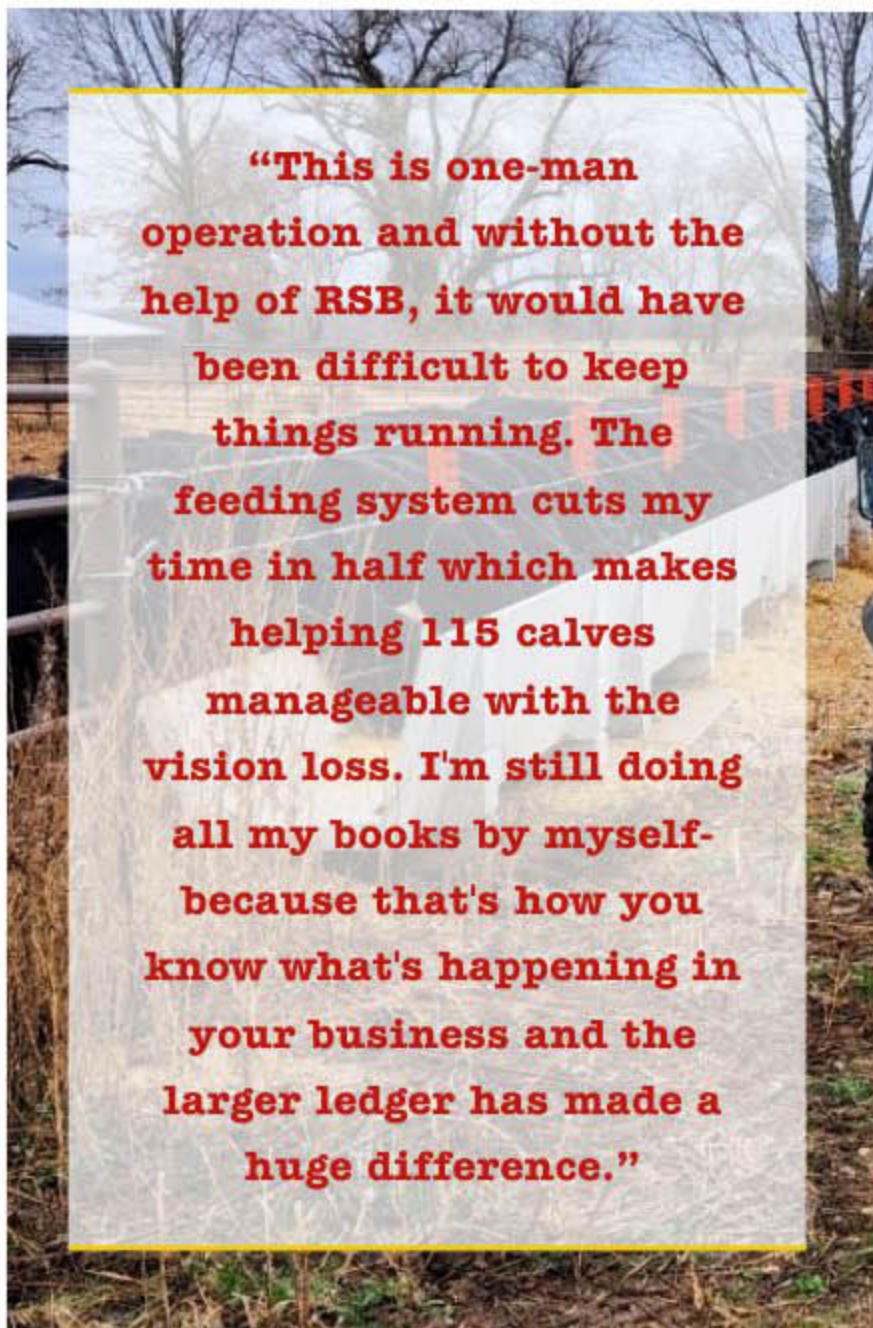
Median Earnings, 2nd Quarter Post-Exit



SUCCESS STORY: Jim Fisher

Jim is a third generation cattle farmer living in Pleasant Hope, Missouri, who first came to Rehabilitation Services for the Blind (RSB) when his macular degeneration began to make it difficult for him to read his mail, pay his bills, and keep up with other paperwork necessary for keeping his farm running smoothly. Years earlier, Jim's mother, who lives next door, had been referred to Rehabilitation Services for the Blind when she had been diagnosed with macular degeneration. Jim had hopes that our agency could assist him in acquiring some of the same types of equipment that were helpful to his mother.

In conducting our initial interview assessment we learned that it was becoming more and more difficult for Jim to feed his cattle while maintaining his safety. For the majority of his farming career, Jim would enter the area where the cattle feed to fill the feeders. As soon as they heard the rattling of the bucket, cows would eagerly approach the feeding bunk, often jostling Jim in their impatience to



"This is one-man operation and without the help of RSB, it would have been difficult to keep things running. The feeding system cuts my time in half which makes helping 115 calves manageable with the vision loss. I'm still doing all my books by myself because that's how you know what's happening in your business and the larger ledger has made a huge difference."

get to the food. As Jim began to lose more sight, not being able to see cows heading toward him had become more and more of a hazard. Working together with AgrAbility, multiple pieces of equipment were recommended to make it possible for Jim to continue to care for his cattle. Jim made some modifications to his land that

allowed for permanent feed stations to be set up. Rehabilitation Services for the Blind was able to assist in purchasing feeding equipment and fencing that was positioned in a way that allowed Jim to fill the feed bunks without having to come into direct contact with the cows.

Jim reports that he currently runs a farm with 400 cattle where within the last few days, he put out 1000 round bales by himself (and reports it would have been 1300 round bales if it hadn't been so dry). With the feeding system he got with RSB's support, he is taking care of 115 calves by himself. CL reports that he continues to use the equipment from RSB and has a lot of gratitude for being able to maintain his independence and his farm.



CLIENT SATISFACTION SURVEY

Client Satisfaction Surveys are administered to individuals after closing their Vocational Rehabilitation case with RSB. These surveys are administered on a monthly basis.

A 14-question survey

Clients closed in competitive,
integrated employment

183

Clients who returned
their survey

22

Rate of return

12%

Satisfaction rate

89%

An 11-question survey

Clients closed in a status other
than competitive employment

79

Clients who returned
their survey

3

Rate of return

3.8%

Satisfaction rate

34%

PUBLIC FORUMS

The SRC continued to hold public forums throughout the state, taking place in person or via Zoom. The Public Forums allow individuals to voice opinions and concerns about the services of RSB.

August: St. Louis, Mo. Area - Melissa Anderson, Blind Enterprise Program (BEP) Supervisor, and Chad Dillon, Blind Vending Manager, presented on Micro Market facilities.

November: Cape Girardeau, Mo - Randy Windsor presented on Life Inc. Center for Independent Living and the services they provide.

February: Kansas City, Mo - Missouri Assistive Technology presented, sharing information about Power Up Conference 2022.

May: Jefferson City, Mo - Michael St. Julien with Rehabilitation Services for the Blind presented, sharing information and provided updates about RSB's recruitment team.

YEAR IN REVIEW

The SRC analyzed the results of client satisfaction surveys, which were received from RSB clients at the time of case closure. Comments and concerns expressed in the surveys were discussed by the SRC.

The SRC provided input and recommendations on the VR services portion of the Unified or Combined State Plan, reviewed the Annual Report, reviewed and analyzed the consumer satisfaction surveys, and other Council reports that may have been developed as part of the Council's functions.

Public Forums were held quarterly in person or via Zoom Calls highlighting each area of the state virtually.

RSB kept the SRC updated on the vacancies within RSB. Issues with difficulty in recruitment were discussed, as well as how accessible the application process is for the blind and visually impaired.

VOCATIONAL REHABILITATION

PY22 Earnings

New VR cases opened	372
Clients served	1,215
Average Annual Earnings Per Rehabilitated Client	\$35,323

The following information is based on the above amount.

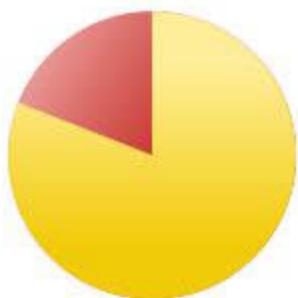
PY22 Total Annual Wages	\$6,464,095
PY22 Average Weekly Wage	\$679
PY22 Average Hourly Wage at Closure	\$22.23



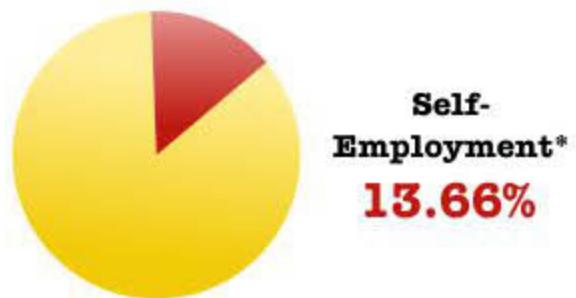
Individuals who have a severe visual disability encounter some common barriers to employment. Common barriers recognized are: access to print information, transportation, negative attitudes regarding the skills and abilities of the blind as well as marketable 21st century job skills. Rehabilitation Services for the Blind provides valuable services that effectively address these barriers and others.

In program year 2022, RSB successfully rehabilitated 183 Missourians in pursuit of their employment goal. The following data profiles show those successful closures:

Successfully Rehabilitated Missourians



Competitive Employment
86.34%



Self-Employment*
13.66%

Rehabilitation Rate
83.94%

*As the percentage of Competitive Employment.

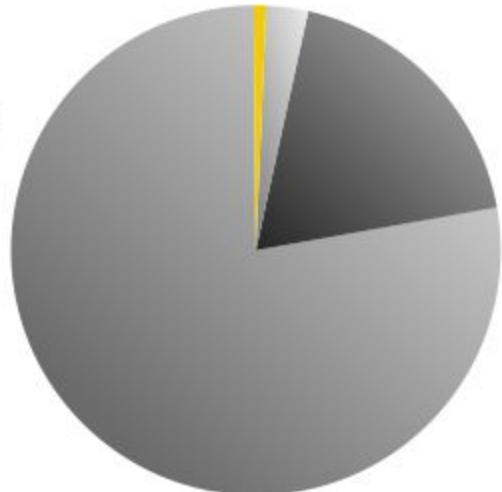
In PY 2022, through the services of RSB, 183 individuals have been able to gain or retain employment. Their occupations are as follows:

Architecture & Engineering Occupations	1	Healthcare Support Occupations	15
Art, Design, Entertainment, Sports & Media	2	Legal Occupations	1
Building & Grounds Cleaning & Maintenance.	7	Management Occupations	19
Business & Financial Operations Occupations	8	Office & Administrative Support Occupations.	34
Community & Social Service Occupations	15	Personal Care & Service Occupations	5
Computer & Mathematical Occupations	7	Production Occupations	8
Construction & Extraction Occupations	2	Protective Service Occupations.	1
Education, Training, & Library Occupations.	15	RSA Special Occupations & Miscellaneous.	3
Farming, Fishing, and Forestry Occupations	2	Sales & Related Occupations.	12
Food Preparation & Serving Related Occupations	13	Transportation & Material Moving Occupations.	8
Healthcare Practitioners, Technical Occupations	5		

MISSOURI FUNDING SOURCES

State Fiscal Year 2022

77.6%  Federal Funds



19.2%  General Revenue Funds

2.5%  Blindness Education Screening and Treatment Fund

.73%  Donations

YOU CAN “QUOTE” ME

“I really wanted to thank the District Supervisor Doug, who agreed to meet with my employer when I was close to giving up, it really helped me to re-focus on my own strengths and confidence.”

RSB Client

VISION FOR THE FUTURE

As RSB Strives to create opportunities for the personal and vocational success of blind and visually impaired Missourians, the SRC believes that with the proper training, alternative skills and assistive technology, those individuals who are blind can be vocationally, socially and economically competitive.

The SRC continues to work cooperatively with RSB to improve the services offered to meet what we consider to be the unique rehabilitation needs of clients with visual disabilities. The following top five strategic priorities were developed by the SRC to ensure ongoing success for visually impaired Missourians:

1. Promote the full inclusion, participation and integration of Missouri blind and severely visually impaired in the economic, social, cultural and educational mainstream of society.
2. Through the SRC's advisory capacity, assure that appropriate education and rehabilitation services increase the employment rate of blind and visually impaired individuals in Missouri.
3. Promote and assure the continuation of specialized vocational rehabilitation services to consumers who are blind and severely visually impaired through specially trained professional staff with unique skills and knowledge of blindness.
4. In partnership with RSB, develop, agree to, and review the annual state goals and priorities, including strategies to address the unprecedented turnover the agency has experienced in recent years to ensure Missourians who are blind receive high quality service from qualified personnel.
5. In partnership with RSB, the SRC will work to implement new procedures congruent with the expectations of the Workforce Innovation and Opportunity Act, in order to ensure coordination of all entities involved increasing access of blind Missourians to today's job market.

YOU CAN “QUOTE” ME

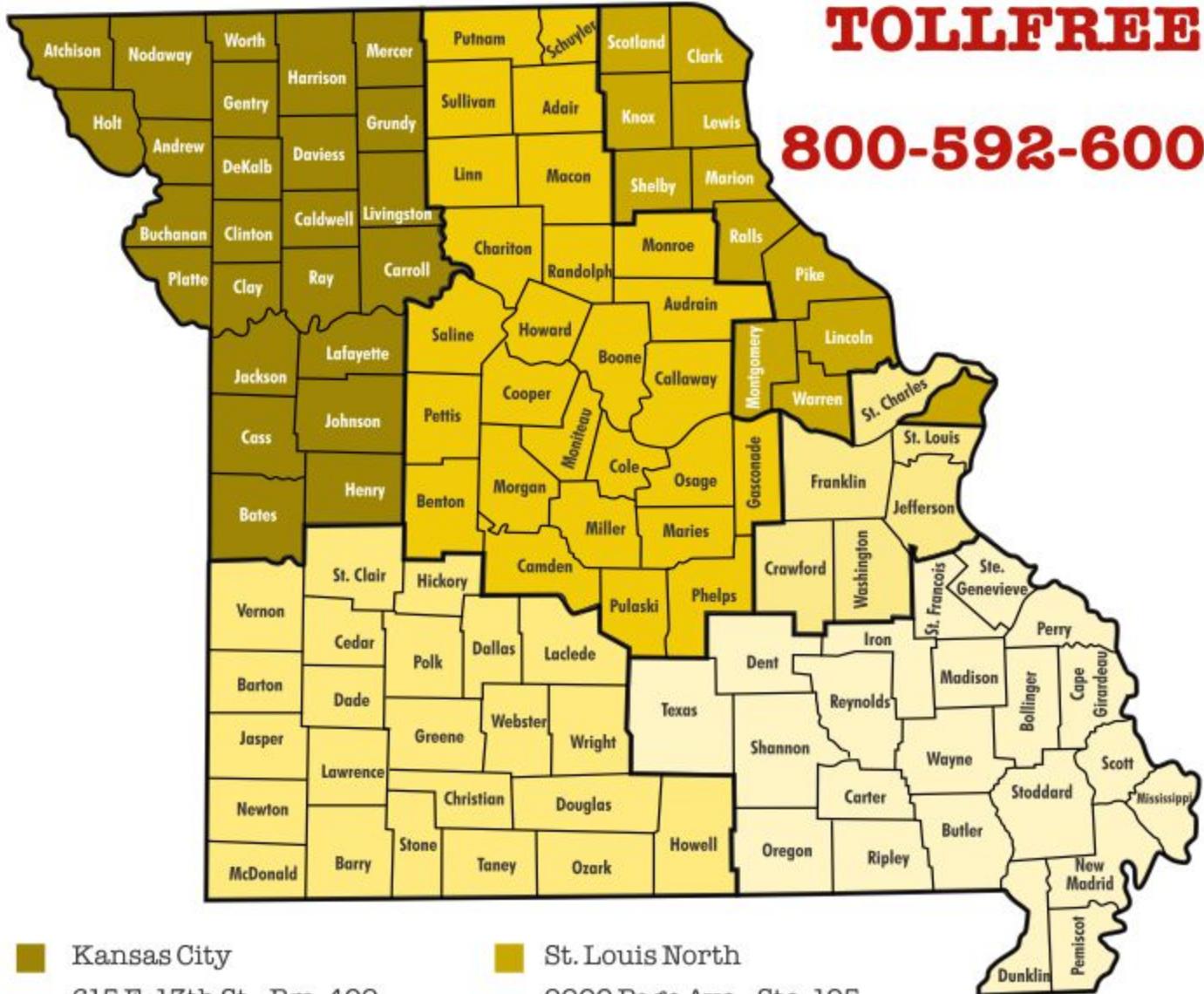
“Very helpful program.”

RSB Client

REHABILITATION SERVICES FOR THE BLIND

TOLLFREE

800-592-6004



Kansas City
615 E. 13th St.-Rm. 409
Kansas City, MO 64106
816-889-2677

St. Louis North
9900 Page Ave.-Ste. 105
St. Louis, MO 63132
314-264-7601

Southwest
149 Park Central Sq.-Rm. 640
Springfield, MO 65806
417-895-6386

St. Louis South
3867 Magnolia Ave.
St. Louis, MO 63110
314-933-7311

Mid-MO
3418 Knipp Dr.-Ste. A-2
Jefferson City, MO 65102
573-751-2714

Southeast
106 Arthur St.-Ste. E
Sikeston, MO 63801
573-472-5240

RSB Administrative Office
615 Howerton Ct.
PO Box 2320
Jefferson City, MO
65102-2320



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